



OPERATIONAL MEMO

OPERATIONAL MEMO NUMBER: HCPF OM 18-024

TITLE: NEW RESOURCES AND SUPPORT FOR PARTICIPANT DIRECTED PROGRAMS STAKEHOLDERS

SUPERSEDES NUMBER: N/A

ISSUE DATE: DECEMBER 11, 2018

EFFECTIVE DATE: DECEMBER 15, 2018

DIVISION AND OFFICE: OFFICE OF COMMUNITY LIVING, BENEFITS AND SERVICES MANAGEMENT DIVISION

PROGRAM AREA: PARTICIPANT DIRECTED PROGRAMS

APPROVED BY: RHYANN LUBITZ

KEY WORDS: HCBS, IHSS, CDASS, CASE MANAGEMENT, IHSS AGENCIES

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Operational Memo is to inform stakeholders about new resources and support for Consumer Directed Attendant Support Services (CDASS) and In-Home Support Services (IHSS) through the Department's Training and Operations Vendor.

Background:

The Department initiated a contract amendment with the Training and Operations Vendor, Consumer Direct of Colorado (CDCO) effective November 1, 2018. The following initiatives include measures for cost control, mediation, and training.

Information/Procedure:

Beginning December 2019:

- Mediation services for IHSS stakeholders to ensure appropriate authorization and implementation of services is available effective December 15, 2018. Mediation services are optional and encourage effective communication between the participant, case manager, and provider agency if applicable. The mediation process is not meant to circumvent or replace a participant's right to appeal decisions made by the Case Management Agency. Care Plan Mediation services can be requested by completing a referral form available at www.consumerdirectco.com.
- Auditing of case management records for CDASS and IHSS participants. CDCO will perform record reviews to verify CDASS/IHSS services are authorized and

monitored following the Department's approved rules and protocols. CDCO will work with the Department to identify training opportunities for improved implementation.

Available February / March 2019:

- Ongoing resources and support for new and existing IHSS participants, including a Participant Guide which promotes the principles of self-direction;
- Provider training which outlines rules and general service requirements for new and existing IHSS agencies.

Attachment(s):

Care Plan Mediation Request Form

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